

From: John Carpenter
To: Microsoft ATR
Date: 1/16/02 6:28pm
Subject: Microsoft settlement

Attention: Renata B. Hesse

My Microsoft product experience:

Poorly designed applications that are not user friendly;

* Program bugs that are never fixed or addressed in so called upgrades; one example of many - automatic page numbering some sometimes works, sometimes not unless you print the pages in reverse order;

* Virtually impossible to get a live Microsoft service person on the phone to answer questions that their web site or documentation cannot answer.

Microsoft's products perform consistently less well than other competitors (new and vanquished) programs yet they continue to retain a virtual monopoly in the market and drive out competitors. I would like to know what market mechanism permits them to survive so well? It cannot be direct marketing sales as I, an end user, have never seen a Microsoft sales person. It cannot be the quality of their products as they have remained consistently poor. In a normal market they should not be doing so well. One can only conclude that Microsoft is using other non-market means to retain their monopoly. It should be stopped.

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